



An Important Message from Medicare:

Medicare recently began a new prior authorization demonstration program for repetitive, scheduled non-emergency ambulance transportation. If you receive this type of ambulance service in New Jersey, South Carolina, or Pennsylvania, you or your ambulance company may use a prior approval process called “prior authorization.” Under prior authorization, Medicare will review your medical documents to make sure you meet Medicare’s coverage requirements for the transportation service. This review must occur near the beginning of your transports. Either you or your ambulance company may submit a prior authorization request to the appropriate Medicare Contractor.

What You Need to Know

The Medicare ambulance benefit has not changed. Non-emergency transportation by ambulance is covered if either:

- You are confined to a bed, and it is documented that other methods of transportation would endanger your health; or
- Ambulance transportation is medically required due to your medical condition.

The Medicare Contractor will review the prior authorization request to determine if you meet Medicare’s coverage requirements for transportation. You will receive a letter informing you if you were approved for coverage of the transport. A prior authorization request is required even if you have been receiving non-emergency ambulance transport services for some time.

If you are not approved and have additional information that supports your need for non-emergency repetitive, scheduled ambulance transportation, either you or your ambulance company may submit another prior authorization request with the necessary documents to the Medicare Contractor.

Non-emergency ambulance transport services that are not medically necessary are not a Medicare-covered benefit. If you are not approved and choose to continue receiving non-emergency ambulance transportation services, the ambulance company may bill you for all charges even if you did not sign an Advance Beneficiary Notice of Noncoverage (ABN). You or your ambulance company may also appeal the denied claim.

There are state and local services that may help you with your transportation needs. If you need assistance locating other transportation services, please contact Eldercare at 1-800-677-1116 or your local State Health Insurance Assistance Program (SHIP) at:

- New Jersey SHIP: 1-877-222-3737,
- Pennsylvania SHIP: 1-800-783-7067, or
- South Carolina SHIP: 1-800-868-9095.

If you have Medicaid or Programs of All-Inclusive Care for the Elderly, also known as PACE, you may contact those programs to see if you qualify for help with transportation coverage.

If you have additional questions, visit [Medicare.gov](https://www.medicare.gov) or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.